



STATE OF ILLINOIS

DEPARTMENT OF CENTRAL MANAGEMENT SERVICES

Michael M. Rumman, Director

Rod R. Blagojevich, Governor

TELECOMMUNICATIONS BULLETIN

June 13, 2003

CMS 03- 05

From:

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Chief of Operations
Div. of Telecommunications
Bureau of Communication
and Computer Services

Audioconferencing Recommendation

Conference Plus, Inc. provides complete audioconferencing services under the CMS master contract with SBC Ameritech. The 877-SOIconf (877-764-2663) service, in place since May of 1999, is intended for use by all state agencies, boards, commissions, state universities and other qualified educational entities. Audioconferencing is easy to use and cost effective. Attached is a summary of options, features, and pricing. I recommend you disseminate the 877-SOIconf information to your agency's employees to ensure the correct audioconferencing service is being used.

For small, informal audioconferences, you may still utilize "three-way" dialing or "150" (within the Springfield Centrex and Chicago Centrex prefixes of 814 and 793) to connect up to six parties. However, repeat dialing may be necessary if all parties are not initially available. There are no enhanced features, call tracking, or operator assistance available should connections fail. The 877-SOIconf service provides greater efficiency and functionality for large and important conferences. This is the only audioconferencing service available under contract. Agencies may encounter difficulties and extensive delays with the Comptroller's Office when processing invoices from other audioconferencing services.

To schedule a conference, call 1-877-SOIconf (877-764-2663) at any time 24 hours a day/7 days a week. You will need to provide the conference coordinator with your 10 digit phone number; the date, time, and estimated length of the desired conference call; name of the call's host and his/her phone number; the number of anticipated participants (for "dial-out" calls you will need to provide the names and phone numbers of participants); and the type of call (whether you have selected Automated Passcode Service offering *Meet Me* and *Toll Free Meet Me* or Operator-Assisted Service offering *Meet Me*, *Toll Free Meet Me*, and *Operator Dial Out*). The conference coordinator will answer your questions and walk you step-by-step through the simple scheduling process.

You can also schedule your audioconferences via the Internet. First-time users must pre-register by logging on to www.meetme.net/Illinois or by calling 1-877-SOIconf (877-764-2663) to request a valid login and password. Once your login and password are assigned, you can use this same web site to complete online reservations.

A third scheduling option is available. Use the attached Reservation Form to fax your audioconferencing request to the 877-SOIconf conference center at 1-888-620-5258. For further audioconferencing information and scheduling inquiries, please refer to our division website at www.state.il.us/cms/telecom or call Sarah Zervas at (217) 524-2159.

For more information...
visit our website at
www.state.il.us/cms/telecom

Attachment 1: 877-SOIconf Options and Prices
Attachment 2: 877-SOIconf Fax Reservation Form

1-877-SOIconf (764-2663)

State Agency Pricing

SERVICE:

COST:

Automated Passcode Service

- Meet Me
person) \$.09 per person/minute (plus toll charges/
- Toll-Free Meet Me \$.15 per minute/person (no toll charges)

Operator Assisted Service

- Meet Me \$.17 per person/minute
- Toll Free Meet Me \$.25 per person/minute
- Operator Dial Out \$.25 per person/minute

ConferenceNow Service

- Toll 24 x 7 Passcode \$.09 per person/minute
- Toll Free 24 x 7 Passcode \$.15 per person/minute

Web Conferencing Service

- WebEx Web Conferencing \$.29 per person/minute
- ConferenceNow Web \$.11 per person/minute
- Placeware Web Conferencing \$.29 per person/minute

Optional Features

Pre-Conference

- ASAP Reservations No charge
- Standing Reservations ("perm call") No charge
- Participant Phone Notification \$1.65 per participant
- Participant Fax Notification \$1.65 per participant
- Participant E-Mail Notification
 - If part of internet reservation No charge
 - If part of phone or fax reservation \$1.65 per participant
- Broadcast fax \$.39 per participant
- Host Preference Database No charge
- Fax Confirmation No charge
- RSVP Line \$110.00

Active Conference - features available with Operator Assisted Service only

- Subconferencing No charge
- Broadcast/Listen Only No charge
- Electronic Polling No charge
- Electronic Q & A No charge
- Translations Quoted on as needed basis only
- Communication Line \$27.50

Post Conference

- Transcription \$55.00 per 15 minutes
- Cassette Recording \$16.50 per 90 minute cassette
- Post Conference Participant List \$3.30
- Digital Replay \$55.00 set-up fee and \$.50 per minute
- Time and Charges Report \$5.50
- Fax on Demand \$.55 per minute

(Keep this as your original and make copies to use for each conference reservation request.)



1-877-SOIconf
(764-2663)

**Audioconferencing Fax
Reservation Form**

Call Date ____/____/____ **Call Time** ____:____ am/pm CT ET MT PT **# of Sites** ____

Duration: Approximately ____ minutes

☐ This is my first reservation.

☐ This is a Standing Reservation/Permanent Call

NOTE: When scheduling an immediate conference call, please dial 1-877-SOIconf (764-2663) before faxing your reservation.

Company Name:

Host Name _____

10-digit Phone Number _____

Phone _____ Fax _____

Arranger _____

Phone _____

Fax _____

Call Type: ☐ Automated Passcode Meet Me

☐ Operator-Assisted Meet Me

☐ Operator-Assisted Dial Out

☐ Automated Passcode Toll-Free Meet Me

☐ Operator-Assisted Toll-Free Meet Me

Participant Notification* ☐ Yes ☐ No

Fill out the information below if you requested Operator Dial Out service and/or phone, fax, or e-mail notification.

First and Last Name of Participants	Telephone	Fax	E-mail Address
1. (Host)	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____

Enhanced Features:

If desired, please select one or more of the following features available with Operator-Assisted calls.

- | | |
|---------------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Broadcast Fax* | <input type="checkbox"/> Cassette Recording of a Conference Call* |
| <input type="checkbox"/> Subconferencing | <input type="checkbox"/> Post-Conference Participant List* |
| <input type="checkbox"/> Broadcast/Listen Only | <input type="checkbox"/> Digital Tape Replay* |
| <input type="checkbox"/> Electronic Polling | <input type="checkbox"/> Other (Specify) _____ |
| <input type="checkbox"/> Electronic Question and Answer | |
| <input type="checkbox"/> Translation* | |
| <input type="checkbox"/> Transcription* | |

* There is a charge for this feature. For rates and information, please call 1-877-SOIconf.

Operator Dial Out Services:

For each of the following, please select one of the two options available:

- Call host: ☐ first ☐ last
- Placement of participants before call: ☐ onto music hold ☐ into conference call
- Late callers: ☐ announce into call ☐ place into call silently

FAX YOUR RESERVATION TO: 1-888-620-5258 OR CALL: 1-877-SOIconf (764-2663)